

STAFF SERVICES MANAGER III
DEPARTMENT OF BOATING AND WATERWAYS



**CALIFORNIA
STATE
GOVERNMENT**

Promotional

JY05-4802- 6PB23

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION TYPE	Departmental Promotional for the California Department of Boating and Waterways.
WHO SHOULD APPLY	Applicants must have a permanent civil service appointment with the Department of Boating and Waterways by the final filing date, June 29, 2006 . (See General Information, Promotional Examination Only, for exceptions to this requirement.)
HOW TO APPLY	Submit applications to: State Personnel Board Examination and Selection Services 801 Capitol Mall, Suite 360 Sacramento, CA 95814
APPLICATION DEADLINE	Applications must be submitted by June 29, 2006 , the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box on Page 1 of the "Examination and/or Employment Application" form. You will be contacted to make specific arrangements.
QUALIFICATIONS APPRAISAL INTERVIEW	It is anticipated that interviews will be held during July/August 2006.
REQUIRED IDENTIFICATION	Note: Accepted applicants will be required to bring either a photo identification card or two forms of signed of identification to the examination.
SALARY RANGE	\$6334 - \$6984 per month
ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the California Department of Boating and Waterways. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	Note: All applicants must meet the education and/or experience requirements for this examination by June 29, 2006 , the final filing date. Note: All applications/resumes must include "to" and "from" dates (month/day/year), the time base, and civil service class titles (if applicable). Applications/resumes received without this information will be rejected.
MINIMUM QUALIFICATIONS	Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements. Either I Experience: One year of experience in the California state service performing the duties of a Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

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**MINIMUM
QUALIFICATIONS
(cont)**
Or II

Experience: One year of experience in the California state service performing analytical staff duties of a class with a level or responsibility not less than that of a Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial). **and** Current employment in a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

Or III

Experience: Two years of experience in the California state services performing the duties of a Staff Services Manager I.

Or IV

Experience: Five years increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least two years of which must have been in a supervisory capacity. [Experience in California state service applied toward this requirement must include two years performing the duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).] (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.)

and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

**POSITION
DESCRIPTION**

Positions at this level have full management and supervisory responsibility in charge of a major Staff Services function, or functions, when it is so unusually large and complex as to require subordinate supervisors at the Senior level on a subfunctional or geographic basis. In those cases where the supervisory and management responsibility is minimum, it must be balanced out by responsibility for a function with multidepartmental or statewide impact requiring skills and knowledge at the highest level with responsibility for work of the most critical or sensitive nature as relates to a department's primary mission. Positions at this level are characterized by the following criteria:

- (a) Supervises a fully developed Staff Services function in a large department characterized by multiple intermediate supervisors at the Staff Services Manager II level and a large technical staff.
- (b) Functions as a full supervisor with responsibility for a moderate to large size technical staff in a highly specialized and complex operation when one of the following criteria are met:
 - (1) Responsibility for a highly complex Staff Services function with multidepartmental or servicewide impact.
 - (2) Responsibility for the major portion of a Staff Services function of the largest State departments, supervising a large staff through subordinate supervisors.
- (c) In an agency setting, provides a high degree of expertise in developing major new programs of agency or servicewide scope.
- (d) Provides a high level of assistance and expertise to an exempt director, executive officer, or Board member of a large, highly complex and sensitive department, in reaching organization goals, including responsibility for policy and program evaluation and recommendations often coupled with legislative liaison.
- (e) Has full responsibility for a variety of Staff Services functions in a medium size department as Chief of Administrative Services, administering and functions through intermediate function supervisors.

**QUALIFICATIONS
APPRAISAL PANEL
INTERVIEW**

This examination will consist of a Qualifications Appraisal Panel (QAP) interview weighted 100.00%. The QAP is based on the knowledge and abilities listed on the next page in the scope and is comprised of job related questions. These questions may contain a structured feature in which candidates will be given time to prepare their responses prior to participating in the oral portion of the QAP. In order to obtain a position on the eligible list a minimum rating of 70.00% must be attained.

Competitors who do not appear for the QAP will be disqualified.

Qualifications Appraisal Panel – Weighted 100.00%

SCOPE

In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis in the QAP will be directed by measuring competitively, relative to job demands, each candidate's:

A. Knowledge of:

1. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of subordinate employees.
2. Public administration principles and concepts to provide appropriate leadership and management in the work unit.
3. Appropriate corrective actions and progressive disciplinary techniques to provide effective appropriate monitoring, coaching and counseling of the work performance of subordinate staff.
4. Equal employment opportunity principles, regulations, and objectives to promote the department's equal employment opportunity policies and goals in making hiring and employment decisions.
5. Relevant issues arising from the Americans with Disabilities Act (ADA) to ensure that hiring and employment decisions conform to ADA provisions and requirements.
6. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work group or division.
7. Financial analysis principles and concepts to assess the fiscal impact of program, policies, and/or procedures.
8. Data Analysis methods and techniques to draw appropriate conclusions, make decisions, and make recommendations on the basis of research data and analysis when completing work assignments and projects.
9. The organization of the department and its operating parameters to ensure that the efforts and accomplishments of the work unit correspond with the overall operations of the department.
10. The departmental budgeting process to develop and/or assist in the development of the work unit or division budget.
11. The budget change proposal process (BCP) to make desired changes to program or division budgets.
12. State accounting practices related to fiscal management to ensure that fiscal policies and practices applied to various work unit and departmental policies and programs comply with accepted practices.
13. Program evaluation methods used to assess the effectiveness of programs and services.
14. The contracting process to enter into contracts/interagency agreements for and/or to provide products or services from/to outside vendors or other State agencies.
15. Word processing software (e.g. Microsoft Word) to prepare correspondence, reports and documentation of work unit, division, and/or program activities.
16. Spreadsheet software (e.g. Microsoft Excel) to prepare spreadsheet summaries and reports.

B. Skill to:

1. Plan, organize, supervise, direct, and oversee the work activities of subordinate employees.
 2. Coach and mentor subordinate employees to improve performance, productivity, and expertise.
 3. Resolve performance problems by planning and implementing measures to improve performance.
 4. Oversee the development of the work unit's budget, including unit change proposals related to positions, equipment, furniture, supplies, and overtime allotments.
 5. Implement new policies, procedures, and programs, ensuring appropriate staff training and overall planning to minimize disruption to staff.
 6. Apply communication and motivational techniques and principles in directing and overseeing the work activities of subordinate staff to ensure that supervisory/management actions taken reflect an interest in enhancing work unit operations and demonstrate mutual respect for staff.
 7. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of departmental employees, the public, and other State agencies.
 8. Communicate verbally, in person or by telephone, clearly and concisely with a variety of audiences on a variety of matters, adjusting the level and tone of the message approximately for the particular audience.
 9. Communicate effectively in stressful situations.
 10. Present technical or complex information to a variety of audiences, adjusting the level of presentation to fit the specific audience.
 11. Facilitate meetings and discussions in a manner which ensures that the focus of the meeting/discussion remains clear and allows for the achievement of desired outcomes or objectives.
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VETERANS' PREFERENCE

Veterans' Preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

QUESTIONS?

If you have any questions concerning this announcement, please contact the State Personnel Board, Examination and Selection Services Section, 801 Capitol Mall, P.O. Box 944201, Sacramento, CA 94244-2010, (916) 653-1502, TTY (916) 654-6336.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Examination and Selection Services Section in Sacramento, at (916) 653-1502, **three weeks after the final filing date** if he/she has not received a progress notice.

If a candidate's notice of examination fails to reach him/her prior to the day of the examination due to a verified postal error, he/she will be rescheduled upon request.

Applications are available at the State Personnel Board office and local offices of the Employment Development Department.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (i.e., former Department employees or current employees on TAU, T&D and LT status) may be allowed to compete under the provision SPB Rules 234, 235, 235.2. SPB Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices for the SPB.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: Interviews are typically scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and finger printing may be required.

Interview Scope: In addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs, plans for self-development, and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA STATE PERSONNEL BOARD
801 CAPITOL MALL
SACRAMENTO, CA 95814
(916) 653-1502 – TTY (916) 654-6336